

# General Government

**Mission.** General Government Personnel and Administrative Services. The offices are responsible for administering the personnel function and developing public, organizational, and legislative awareness of the City's concerns, needs, and services.

**Overview.** The Personnel division is responsible for locating, securing, and training employees for the City and maintaining a merit system of employment. Personnel administers the classification and compensation plans, personnel policies and procedures, employee programs, bargaining unit agreements, grievance investigations, personnel transactions and records, equal employment/affirmative action programs, and employee training and development.

The Administrative Services Division is divided into several sections: Administration, Public Information, Government Relations/Legislative Services, the City Clerk's Office, and Neighborhood Centers and Services.

Primary responsibilities of the Administration section are to supervise the Municipal Court, Office of Central Inspection, and Property Management operations. Additionally, this section has oversight of the Neighborhood Center staff involved in community education, and the new Career Development Division involved in job training activities.

Internal Audit is also a part of the Administration section. The Internal Auditor checks for compliance with policies and agreements, and monitors and reviews management practices, including financial transactions. The Internal Auditor participates in negotiating utility franchise agreements, monitors compliance with the franchise agreements, and investigates employee misconduct.

The current focus of the internal audit function is managing the City's strategy of addressing the Year 2000 (Y2K) phenomenon. In addition to identifying systems that need remediation, strategies have been developed to address other Y2K issues in an economical and systematic manner. As a result, the City expects to have no serious Y2K problems and no interruptions in providing utility and other services.

The Development Assistance Center (DAC) is also a function of Administrative Services. The DAC was established four years ago to provide a single point of contact for developers. The DAC is very active in annexation activities. Activities include coordinating a staff

annexation team, developing information for future residents, and organizing meetings with affected citizens.

Another section of the Administrative Services Division is the Public Information Office (PIO). The PIO is responsible for handling the flow of information both within and outside of the City organization. The PIO oversees broadcasting of City Council meetings, public service announcements, and television commercials in support of the City's Environmental Education program. The Public Information Office publishes the employee newsletter, *City Link*.

The PIO also produces the *City Beat* television program, which features in-depth discussions with key City employees and community members about events and projects in which the City is involved. *City Beat* offers citizens an opportunity to call in and ask questions directly of key City staff members and featured individuals that are involved in high-profile public projects.

The Intergovernmental Relations (IGR)/Legislative Services section is the City's lobbying arm, representing the City and its' citizens in Topeka during the legislative session and throughout the year. One of the best ways to measure the efficiency of the IGR section is the legislative record on issues important to the City. This section is also involved with communicating legislative and policy issues of importance to the federal delegation.

Legislative Lobbying Summary			
	1997	1998	1999
Bills Lobbied	31	37	38
Success Rate	87%	84%	80%
Dollars Saved/Added	\$800,000	\$1,400,000	\$52,086,000

The City Clerk's Office is responsible for acting as ex-officio clerk of the City Council, Board of Bids and Contracts, Staff Screening and Selection Committee, and for preparing minutes of all meetings.

Additionally, the City Clerk maintains many of the official files of the City, and provides public access to City Council meeting agendas and minutes. All users of the City's electronic mail network have access to indexed minutes at all times, saving considerable time throughout the organization to all employees who need to refer to Council actions and directives as an integral part of their jobs.

The IDEA Center is also operated through the Administrative Services Division. The IDEA Center is an innovative,

interactive center designed to facilitate ideas and problem solving in a neutral environment.

The IDEA Center uses technology to enhance the ability of groups to brainstorm, plan, and problem-solve. A facilitator assists the group in bringing up issues and problems for discussion and potential solutions. All discussions are conducted online. Participants can see comments, questions, and proposed actions/solutions on a computer screen, but cannot identify the individual making the proposal. This allows a better opportunity for all group members to participate in a discussion without one person or idea dominating the discussion. Three staff members are trained facilitators.

The final section of the Administrative Services Division is Neighborhood Centers/Services, which provides a direct connection between the City organization and citizens of Wichita.

In 1996, the City opened the first Neighborhood Center (Lighted School) at the Colvin recreational and elementary school in Planeview. A second center was soon initiated at the Northeast Magnet School. The Neighborhood Center concept is based upon a partnership with the school district to use facilities after the traditional school day ends. Programs and services are provided to address the social, economic, and recreational needs of area residents. Two new Neighborhood Center Coordinators (funded through grant dollars) have recently been hired and will be in locations that will be determined in conjunction with school district staff.

Services also include two Neighborhood Assistants who work directly with neighborhood associations and residents.

Efforts are concentrated on providing information about City services, addressing neighborhood issues and, assisting with special projects. In 1999, Neighborhood Assistants will be located in Neighborhood Centers, which will enable the assistants to better serve area residents. The City Council recently approved the "mini City Hall" concept which will station City staff in multiple centers, affording area residents more convenient access to City services.

**Finance and Operations.** The 1999 Revised and 2000 Adopted budgets reflect increases from prior years, due largely to the increasing scope and responsibilities of the Administrative Services function.

The City Clerk's Office is transferred to Administrative Services beginning in 1999. The move allows a more direct relationship among offices and functions that have traditionally worked very closely together.

Several positions are added in 1999, including the Development Assistance Coordinator (transferred from the Office of Central Inspection), a Special Projects Coordinator to address key community issues, a Marketing Coordinator, who will oversee the City's unified marketing effort, and two Neighborhood Center Coordinators (who were initially grant funded) to provide a direct point of contact between the City organization and the citizens of Wichita. Other position changes include the reassignment of the IDEA Center Coordinator to other responsibilities. Finally, grant funds have been secured for two additional Neighborhood Center Coordinator positions to enhance community education.

In addition to the personnel changes, the budget includes an annual appropriation for \$175,000 to support Citywide service marketing efforts that will begin in 2000.

General Government Budget Summary					
	1998 Actual	1999 Adopted	1999 Revised	2000 Adopted	2001 Approved
Personal Services	1,050,308	1,533,110	1,574,690	1,703,890	1,738,140
Contractual Services	147,938	204,340	392,590	417,150	417,180
Commodities	9,227	46,540	42,250	41,340	41,440
Capital Outlay	0	0	0	0	0
Other	10,000	14,270	15,440	14,170	13,340
<b>Total General Government Expenditures</b>	<b>1,217,473</b>	<b>1,798,260</b>	<b>2,024,970</b>	<b>2,176,550</b>	<b>2,210,100</b>
<b>Position Summary</b>					
Total full-time	23	23	30	31	31
Total part-time	0	0	1	1	1
Total FTE	23.00	23.00	30.75	31.75	31.75